

DECEMBER 08, 1999

DARVA WATKINS
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PEOPLE GAS
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DEAR MR. THOMAS PATRICK, CEO

I AM WRITING TO YOU BECAUSE I HAVE NOT HAD ANY JUSTICIATION IN DEALING WITH YOUR CUSTOMER SERVICE STAFF AS WELL AS WITH YOUR SUPERVISORY PERSONEL. FOR THE PAST ONE 1 1/2 YEAR MY APARTMENT HAS BEEN WITHOUT COOKING GAS, DUE TO THE ERROR THAT HAD BEEN MADE ON YOUR COMPANIES BEHALF. I'VE TRIED TO EXPLAIN TO YOUR REPRESENTATIVES THAT I DONOT YOUR COMPANY (PEOPLE GAS) ANY MONIES DUE. THE REASON BEING IS DUE THE FACT THAT IN NOVEMBER 1997 MY ACCOUNT WAS PAID IN FULL. THE DOCUMENTS I HAVE ENCLOSED SUPPORTS THE EVIDENCE THAT I AS WELL AS THE ENERGY PROGRAM PAID THIS ACCOUNT TO A ZERO BALANCE, AS OF DECEMBER 1997. DURING THE MONTH OF SEPTEMBER 1997, MY HEATING AND COOKING GAS WAS SHUT OFF FOR NON PAYMENT. WHEN I CONTACTED YOUR COMPANY I WAS TOLD I MUST PAY THE ENTIRE BALANCE ON MY ACCOUNT TO HAVE MY SERVICE RESTORED. DJRING THE FOLLOWING MONTHS I PAID A PORTION OF THE BILL AND THE ENERGY PAID THE REMAINDER MONIES DUE. SIR, MY SERVICE WAS NOT RESTORED FOR TWO WEEKS DUE TO FAULTY GAS LINES THAT HAD TO BE CORRECTED BY YOUR COMPANY. ONCE MY SERVICE WAS RESTORED MY ACCOUNT SHOWED A BALANCED OF ZERO. IN THE PROCESS OF RESTORING SERVICE I WAS GIVEN INSTRUCTIONS BY ONE OF YOUR EMPLOYEES TO TURN MY THERMOSTAT DIAL TO 68 DEGREES AND LEAVE IT THERE TO ASSURE LOWER RATE CHARGES WILL APPLY. BEGGINNING DECEMBER 1997 UNTIL MARCH 1998 MY THERMOSTAT WAS NOT TOUCHED. ONCE THE MONTH OF MARCH BEGAN I TURN MY THERMOSTAT DOWN TO ZERO DEGREES DUE TO THE MILD WEATHER. UNFORTUNATELY, WHEN I RECIEVED MY NEW BILL IT WAS THE SAME AS PREVIOUS BILLS, IN WHICH I FEEL WAS ALL ESTIMATED AND A LIE. MY CHARGES WERE \$125.00 MONTHLY DURING THE 1997 YEAR DUE TO MY THERMOSTAT BIENG SET AT 80 DEGREES. AFTER I ADJUSTED THE THERMOSTAT THE CHARGES HAD NOT DECREASED. FOR SEVERAL MONTHS I ATTEMPT TO READ MY OWN METERS AND GIVE THE USAGE OVER THE PHONE, BUT YOUR CUSTOMER SERVICE WOULD NOT ACCEPT. IN JUNE OF 1998 I RELOCATED TO ANOTHER ADDRESS, BUT I WAS STILL BIENG CHARGED FOR JUNE, JULY, AND AUGUST. ONCE I CONTACTED CUSTOMER SERVICE DEPARTMET MY ACCOUNT WAS CREDITED FOR THE THREE MONTHS. AS OF TODAY, I'VE RESEARCHED ALL OF MY BILLS AND PAYMENTS AND HAVE ENCLOSED THE INFORMATION FELATING TO THE UNFAIR ACTION THAT WAS TAKEN BY YOUR COMPANY, IT HAS BEEN 12 MONTHS, AND MY TWO CHILDREN AND I ARE STILL WITHOUT COOKING GAS DUE TO INCORRECT BILLING FROM PEOPLE GAS WHEN I RECIEVED MY TOTAL BILL WHICH WAS TRANSFERED FROM THE GILES TO THE 40TH STREET ADDRESS I WAS IN TOTAL SHOCK TO SEE \$800.00 IN CHARGES FOR GAS SERVICE FROM NOVEMBER 1997 THROUGH JUNE 1998. THIS IS INCORRECT SOMEONE HAS MADE A BIG MISTAKE IN FIGURING OUT MY BILL. I DO OWE MONIES FROM JUNE THROUGH NOVEMBER 1998AT THE 40TH STREET ADDRESS, BUT THOSE OTHER CHARGES ARE NOT MINE.

P.S. YOUR COMPANY ALSO SENT MY NAME TO A COLLECTION BUREAU, I AM REQUESTING YOUR ASSISTANCES, PLEASE HELP ME CLEAR UP THIS MISTAKE AND RESTORE MY COOKING GAS AND PLEASE REMOVE MY NAME FROM THE CREDIT BUREAU.

THANK YOU,

DARVA WATKINS
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